



February 2003

FrontLine Employee

A newsletter from the Employee Advisory Service (EAS)

Call EAS: Olympia (360) 753-3260 Seattle (206) 281-6315 Spokane (509) 482-3686

Web: <http://hr.dop.wa.gov/eas.html>

Stress Between the Ears?

Stress researcher Hans Selye wrote "It is not stress that kills us, it is our reaction to it." He showed that deciding to react differently to stress can often prevent its negative effects. Three steps help develop this skill: (1) Increase personal awareness of stress. Decide that *you will* prevent its undesirable effects. (2) Reinterpret stressful events and see them as opportunities. Selye observed that those who coped with stress without dire physiological consequences saw crises as constructive challenges. (3) Act "upstream." With awareness in hand, take steps early to make yourself feel more in control of stressful events. Those who managed stress well also took steps to avoid feeling overwhelmed by it.



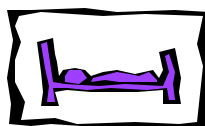
EAS is Callback Careful

Q. If I call EAS and leave my phone number, how will they avoid speaking to someone else in my office or at my home when they call back?

A. EAS is careful when returning your call. We identify ourselves to others only as calling from the Department of Personnel. Help us by making sure you specify callback instructions when you leave a message. You may also prefer to call back, or call any of our other offices to make contact, if you choose not to be called back. Your privacy is a foundation of EAS practice.



GHB



The FDA takes a hard look at drugs in research. This look includes not only possible medicinal uses, but also safety precautions that should be taken. GHB, commonly referred to as "the date-rape drug" has also been found to play a major therapeutic role in the treatment of sleep disorders such as narcolepsy and cataplexy. Stanford University's School of Medicine reports that 1 in 2,000 Americans is impacted by one of these diseases. Symptoms include excessive daytime sleepiness and abnormal REM (rapid eye movement or dream sleep) at night. If you suffer from these symptoms, talk to your doctor. There is help, approved late in 2002.

Update From the December Newsletter

Decreasing Binge Drinking



The Centers for Disease Control says binge drinking by young people ages 18-20 is up 56% since 1993. Intervention is difficult with this group, but the following steps can help reduce incidents of poor drinking choices. This is especially true when the drinking person is dependent on his or her parents – a college student, for instance: (1) Tell your son or daughter you disapprove of underage drinking. (2) Avoid tales about your own college drinking. These give the appearance of passive approval. (3) Make sure your son or daughter understands that drinking alcohol in large quantities can kill. (4) Set clear expectations about academic and personal development. (5) Provide early education about family susceptibility to alcoholism, if any, based upon family history.

Getting More from Less



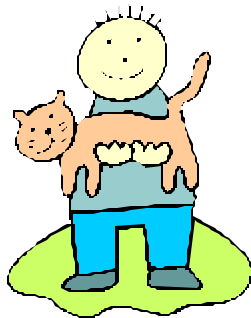
"Eighty percent of profits come from 20% of customers." "80% of a teacher's time is taken up by 20% of the students." "80% of this, is caused by 20% of that." These observations refer to the 80/20 Rule, also known as Pareto's Principle after Vilfredo Pareto (1848-1923), an Italian economist who observed the applicability of the principle in everything from economics to the productivity of beans in his garden.

The 80/20 Rule has enormous meaning for managing your time and your life. The 80/20 Rule says that 80% of your time is spent doing things that aren't as productive as the other 20%. Discover which of your activities are the "vital few," and separate them from "the trivial many." Do this often, and you will stay focused, reduce stress, increase productivity, save money, help more people, find more solutions, and accomplish more goals.

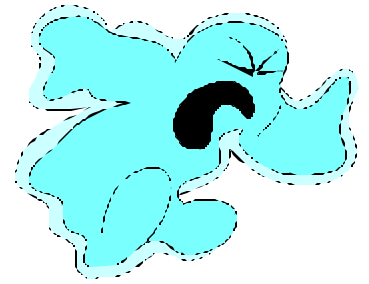
Is My Child Depressed?

Young children are not very capable of describing how they feel. This makes it difficult and confusing to determine if they are suffering from depression. Start thinking about the need for an evaluation when you see your child experiencing lengthy

periods of sadness, crying easily, losing pleasure or interest in activities, turning away from friends, worrying and behaving irritably, withdrawing, or having fits of anger when distressed. Talk to EAS about your concerns with your kids.



Rudeness in America



A large national study on rudeness reported that 79% of survey participants say lack of respect and courtesy should be regarded as a serious national problem, and most say it's getting worse. 46% of those surveyed said bad service drove them out of a store in the past year. 77% said it was common for sales people to act like "the customer is not even there." On the other side of the coin, 74% say they often see customers treating salespeople rudely. The most frequently cited cause: upbringing. 84% of survey participants believe parents are not teaching respect to their kids.

Source: Aggravating Circumstance: A Status Report on Rudeness in America, 2002, www.PublicAgenda.org

Quick! Give a Speech



Will you be asked without warning to give a speech someday? Make it memorable for the right reasons with these tips for putting a speech together in less than five minutes.

(1) Remember this famous formula for virtually all speeches: "First, tell them what you are going to tell them. Second, tell them. And third, tell them what you told them." (2) Think about your audience and their needs. Then decide on a single purpose for your speech. How do you want your audience to benefit from it? (3) Decide on three to four points and present them in ascending order of interest with the best said last. Give each point a number as you present them in the speech. (4) Start the speech with an attention-grabbing statement. A well-delivered joke is effective, but not critical. Avoid using humor if it feels awkward. (5) Use simple language. John F. Kennedy was a master at short and easily understood speeches. Here is an example from a speech where he challenged America to put a man on the moon before 1970: "We choose to do these things and the other things not because they are easy, but because they are hard." (6) End in a memorable way with a concluding statement. (7) Stay on task by remembering that "all speeches are too long."

What if your fear of speaking in public is getting in the way of your success? Talk to EAS. Resources may exist in your community including coaching, public speaking clubs, personal counseling, and other options.

A service of the:

